

INFORMATION SERVICES POLICY

COMMITTEE REPORT

November 10, 2005

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INFORMATION SERVICES

POLICY COMMITTEE

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INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: November 10, 2005

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. **InterLinc e-Gov**

The InterLinc Action Center software was put into production on 10/12/05. The Action team met on a weekly basis to tune and improve the process. Phase II, the internal department and ombudsman system, will begin as soon as Phase I has had a post-implementation review in late November. The new Water eBilling System is in the final coding stages and will be ready for production in November. It appears the planned deployment will be held back until the 1st of the year. The new side navigation template that was developed for the Election Commissioner has been reviewed and approved. Chris will put it into production this week after Dave has a chance to review it one more time. Various department and agency home pages have been updated or are in the process of being reviewed. We have determined that due to the variant styles of home pages we can stop researching the need for Internet content management software. We will still review the need for InterLinc to be restructured and technically upgraded to be compliant with industry standards and Federal 508 rules (Accessibility Guidelines). Staff have begun the process of being cross trained for InterLinc support back up. We hope to begin building the training material for the Web Assistant Workshop yet this calendar year for a spring workshop. We are starting to design the InterLinc Subscription Service for E-mail notification of government events and newsletters. We are hopeful that we will have an Employee Service Center via MyInterLinc that will make check stubs, W2's, and personnel information available for all employees. The goal is to eliminate the costly printing and time consuming distribution of this material.

2. **Lancaster County General Assistance**

Project setup and coding began on 10/17/05. Full ISPC status reporting and graphs will begin next month.

3. **County Attorney/Public Defender Case Management System**

Project planning activities began in July 05, to determine the scope, technology requirements, and platform selection. On site / remote vendor demonstration occurred this month with full

attendance from the primary users. Build or buy decision will need to be made very soon.

4. Parking Tickets

We continue to do post-implementation reviews and enhancements to the system. With the support of Public Works we are in the process of tagging all the meters with a unique ID so the PSO's need only put in the 4 digits and the system will fill in the location, cross streets, and meter duration. This will reduce the data entry time up to 33% and be error free. The Parking Ticket System was placed into production on 09/06/05. We continue to improve the mobile devices and work with Cingular on network issues.

5. Fire Systems Rewrite

The PRIME system components have been successfully deployed. The design on the final PRIME module, RER, that supports internal employee personnel functions continues to make great progress. Nothing new to report on the EMSpro software that was implemented five months ago. We continue to work on the technical problems and will know more after the last networking tests are complete. LFR staff continue to coordinate all the testing, training, and deployment of this software.

OPERATIONAL

The County PeopleSoft AS/400 prime shift utilization in October was 16.6879% compared to 16.69% in September. Disk utilization is 34.3%

The City Finance JDE AS/400 prime shift utilization in October was 10.19% compared to 9.44% in September. Disk utilization is 75.3%. We will be beginning to take a look at adding disk capacity to this AS/400 in the near future.

The CJIS Alpha server prime shift utilization in October was 41% compared to 42% in September.

The IBM z/890 Enterprise Server prime shift utilization was 57.71% in October compared with 53.58% in September. There were 4,563,628 CICS transactions executed which includes a record 1,904,642 web transactions.

COUNTY ATTORNEY/PUBLIC DEFENDER CASE MANAGEMENT

Project Manager: Mark Wieting
Analyst: Jim Jambor

November 9, 2005

Project Description:

The County Attorney currently has a case management system which was implemented as a main frame system in 1985. The Public Defender's system, also a mainframe system was implemented shortly after. Both systems have served well but over the years have had many enhancements and changes performed. Both agencies would like to take advantage of new technology to assist in their management of cases and attorneys within the office, especially in the area of document generation and communication with clients, witnesses, defendants, victims, and other agencies. The new system should not lose any of the functionality of the current systems, have the capability of sharing non-secure data between the 2 agencies, and add more capabilities such as word processing, email, and the web.

Current Events:

10/05 * Representatives from both agencies plus Information Services were present for a demo of Justware from NewDawn Technologies. This is a packaged software product for case management for Prosecutors and Defenders. It has many very nice features although it lacks an evidence tracking module and a speedy trial calculator, two very important features which will be required in a new system.

Future Events:

11/05 * Review with the same group the function of web shells, which is what we would use to write the new system in house.

History:

- 10/03** * System requirements were completed and approved by both agencies. Project was put on hold by the County Board pending funding issues.

- 01/05** * Board approval was given to continue with the project. However due to I.S. commitments to other projects, work will be delayed for several months.

GENERAL ASSISTANCE

Project Manager: Scott Zimmerman
Analyst:

November 9, 2005

Project Description:

This is a rewrite of the current Lancaster County General Assistance system which was implemented in Fall of 1994. Over the years the use of the system has expanded beyond the original scope of the project which was to track assistance requests and payments. Although this is still the major piece of the system, it needs to be expanded to include measures to assist with client eligibility, outstanding bills, paid bills, improve communication between the six or seven agencies involved in the GA process, attempt to prevent fraudulent claims and try to detect abuses of the program. The system will make use of CICS web shells to take advantage of the remote user capability.

Current Events:

10/05 * A requirements process was performed by interviewing participants of the GA program. The requirements was completed and presented to the GA monitoring committee on October 4 with an estimate of \$42,575. This was approved and passed along to the County Board where it was also approved.

Future Events:

11/05 * Create all new tables and convert current production data to the new test tables. Also, begin designing the new panels.

History:

10/05 *